

**RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE REQUESTED
EXAMINING GROUP 3623**

Patent

Attorney Docket No. 10761.1461

Customer No. 81,331

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Robert E. Wollan)	Group Art Unit: 3624
)	
Application No.: 10/811,367)	Examiner: Brandi P. Parker
)	
Filed: March 26, 2004)	
)	
For: ENHANCING INSIGHT-DRIVEN)	Confirmation No.: 2811
CUSTOMER INTERACTIONS)	
WITH AN OPTIMIZING ENGINE)	Mail Stop AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT AFTER FINAL

In reply to the Final Office Action mailed February 3, 2009, the period of response to which ends on May 3, 2009, and pursuant to 37 C.F.R. § 1.116, Applicant proposes that this application be amended as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks/Arguments follow the amendment sections of this paper.